MiScorecard Performance Summary

Agency: Unemployment Insurance Agency
Director Steve Arwood
Period: March 2012
SCORECARD

Legend:

Color	Meaning
Green	90% or greater of target
Yellow	>=75% to <90% of target
Red	less than 75% of target
White	not applicable

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Unemployment Insurance Agency							
New Claims--All Programs		⬇	N/A	60,298	67,530	Monthly	Total new claims filed--Reg UI, ECU and EB
New Claims--Regular		⬇	N/A	48,077	52,925	Monthly	Total new claims for regular UI
Total Claimants		⬇	N/A	256,540	270,194	Monthly	Total number of people receiving benefits--Reg UI, EUC and EB
Benefits (Paid Amount)		⬇	N/A	269,537,909	297,213,581	Monthly	Total amount of monthly benefits paid--Reg UI, EUC and EB
Fiscal Integrity	Yellow	⬇	5%	8.5%	8.9%	Annual	USDOL estimated benefit overpayments as a percentage of total benefits
Fraud		⬆	N/A	1,493,593	1,189,019	Monthly	$ Value of new fraud cases written
First Payment Timeliness	Green	⬆	87%	83.6%	82.1%	Monthly	Percentage adherence to 14/21 day standard
Non-Monetary Determination	Red	⬆	80%	51.2%	44.7%	Quarterly	Percentage adherence to 21 day standard of combined separation and non-separation issues
Non-Monetary Determination Quality	Green	⬇	75%	77.0%	77.7%	Quarterly	Percentage of determinations that meet the quality standard set by the USDOL for combined separation and non-separation issues
New UIA Employer Accounts	Green	⬆	1,850	2,075	1,903	Monthly	Number of new accounts opened